IT Staff Augmentation (SA) Request Process

Agency

Request Submitted

- Hiring Mgr identifies need for IT temporary resource
- Hiring Mgr creates request in online requisition tool[1]
- Hiring Manager completes staffing requirements for routing to MSP

Managed Services Provider (MSP)

Candidate Recruitment

- MSP reviews the staffing requirements with agency
- Hiring Mgr approves staffing requirements
- Request is distributed to MSP and suppliers
- Resumes are received and screened by MSP
- MSP forwards qualified resumes to the Hiring Mgr within 72 hours

Agency

Candidate Interviews & Selection

- Hiring Mgr screens candidate resumes
- Hiring Mgr notifies MSP of candidates to interview
- Hiring Mgr notifies MSP of candidate selection
- Hiring Mgr receives finalized costs
- Requests are approved by agency and IT Contingent Labor Program
- The order is placed to MSP

Managed Services Provider (MSP)

Resource Engagement

- MSP manages contractor on-boarding process with agency
- MSP confirms all hiring info, extends the offer, and confirms start date
- Contractor submits time weekly for MSP
- Hiring manager approves contractor time submitted to MSP

Managed Services Provider (MSP)

Ongoing Program Management

- MSP manages supplier network & all aspects of supplier relationships
- MSP monitors timesheet approvals and coordinates invoicing
- MSP invoices agencies monthly
- MSP is point of contact for all staff augmentation-related matters
- MSP administers the IT Contingent Labor helpdesk
- MSP provides metrics & supplier performance reporting
- MSP oversees contractor off-boarding process

[1]The online requisition tool is eVA (statewide purchasing system)